

## Withdrawal and Refund Guidelines

The withdrawal and refund policy pertains to all Recreation Department programs unless otherwise noted in the program description or facility rental agreement.

<b>Withdrawal Request Received:</b>	<b>Submit a <u>Written</u> Request:</b>	<b>Withdrawal Fee Charged:</b>
Eight (8) days or more before the start date of the program...	Mail: MCRD, Attention Refund Request 4010 Randolph Road Silver Spring, MD 20902 Fax: 240-777-6818 E-mail: <a href="mailto:rec.refund@montgomerycountymd.gov">rec.refund@montgomerycountymd.gov</a> OnLine: <a href="http://recweb.montgomerycountymd.gov">recweb.montgomerycountymd.gov</a>	No Fee
Seven (7) days or fewer before the start date of the program...	By mail, fax, or e-mail. Online withdrawal not available	\$20 Fee per program
On or after the start date of the program...	By mail, fax, or e-mail. On line withdrawal not available.	\$20 Fee plus a pro rated charge for the number of classes that have met.
After the last scheduled date of the program...	No requests will be considered.	No Refund

If the Department cancels a program, changes a location or time and you cannot attend, or the program is full, you will receive a full credit to your Recreation Department account or a refund.

Your written request must include the participant's name, payer's name, address, phone number, course number, and reason for withdrawal. All credits will be posted to your Recreation Department account unless a refund is specifically requested.

All refunds will be issued to the payer in the same form (check or charge) as the payment was received. Refunds will be processed within 2-3 weeks of receipt of your written request.